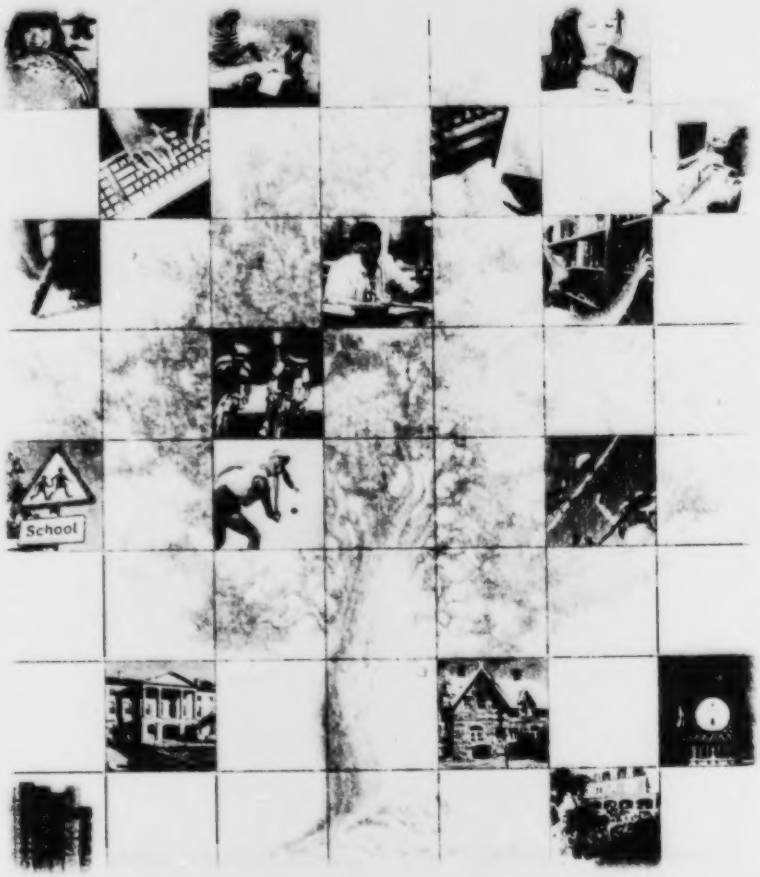
Prince Edward Island
CANADA

Department of Education



PUBLIC OPINION SURVEY

2000

100-06171/

Prince Edward Island
CANADA

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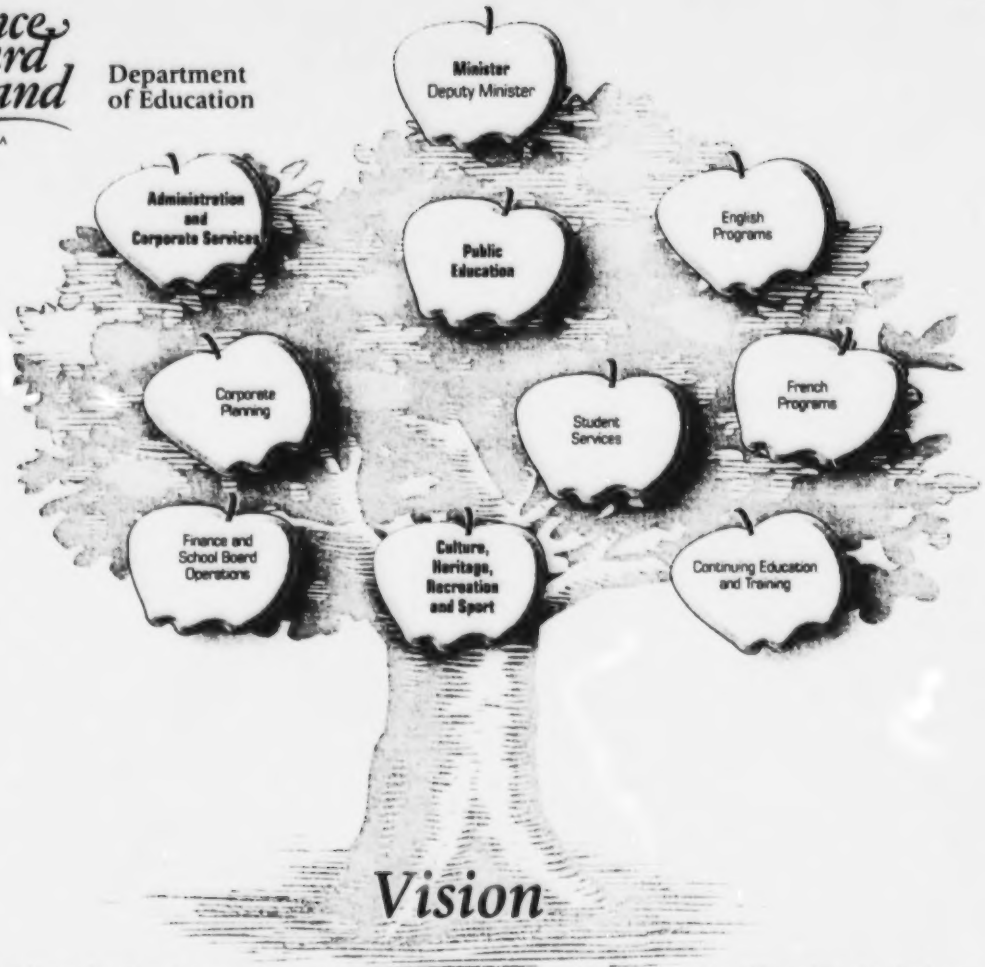

Vision

Prince Edward Island is a place where learning is highly valued. All individuals have the opportunity to develop their full social, intellectual, economic, cultural and physical potential. The Department of Education is the leader in ensuring equitable opportunities for lifelong learning. We work with individuals, communities and other partners to enable them to value the past, embrace the present and shape the future.

Mission

Our mission is to make the department vision a reality by providing leadership in the pursuit of excellence and by creating effective learning opportunities for all.

The Department of Education must have acceptable results in the following areas:

- quality of legislation, regulation and policies for public education, continuing education, training, culture, heritage and recreation
- quality of programs and services for public education, continuing education, training, culture, heritage and recreation
- public satisfaction with the department's programs and services
- accessibility and equity of programs and services
- employee satisfaction

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EXECUTIVE SUMMARY

This report presents the findings of a Public Opinion Survey which was conducted for the Department of Education in January 2000. The primary objective of the survey was to elicit PEI residents' opinions on the programs and services provided or supported by the Department.

The Department of Education is responsible for ensuring equitable opportunities for life long learning in PEI through a broad mandate that encompasses public education, continuing education and training, public libraries, archives, culture, heritage, recreation and sport. To fulfill this responsibility in today's challenging environment, the Department recently initiated a comprehensive planning process. This plan will provide a framework for decision making, programs and services over the next five years. The plan is *client focused* and *results oriented.*

Service to our clients is the driving force behind this plan. As a public service organization, the Department of Education serves Islanders by providing many programs and services that reflect how learning occurs throughout the province .

One of the Department's goals is to: ***INCREASE PUBLIC and CLIENT SATISFACTION WITH DEPARTMENT PROGRAMS AND SERVICES***.

The Department is committed to *monitoring and reporting the results* of its programs and services. In keeping with that commitment, the Department gathers feedback from its clients in many different ways; through its ongoing provision of programs and services as well as through active liaison and partnerships with stake holders throughout the province. The public opinion survey is another way that the Department can assess public opinion on program and services on a regular and ongoing basis.

The Department will use the findings from the survey as a thermometer to determine public opinion. Just as a thermometer is used, the survey will be used to indicate positive, negative and neutral perceptions of the Department's programs and services. And just as a thermometer does not explain the cause of wellness or illness, the survey will not explain the reason(s) for success or for dissatisfaction with programs and services. The Public Opinion Survey is one indicator which the Department can use in conjunction with other feedback measures to evaluate its programs and services on an ongoing basis. Monitoring opinion and results and reporting on those results is an integral part of the Department of Education's strategic planning approach to the delivery of programs and services to Islanders. Also, the results of the Public Opinion Survey 2000 will be used as a bench mark to measure change in public opinion on the delivery of programs and services over time.

The survey instrument was developed collaboratively by representatives of the program and service areas within the Department of Education. The Marketing Research Center at the University College of Cape Breton administered the survey, collected and tabulated the data. The survey was administered by telephone, using a Computer-Assisted Telephone Interviewing (CATI) software package. A random sample of 407 PEI residents, aged 18 years or older, was obtained to provide a representative cross section of the population of the province. The responses received enabled significant differences analysis and comparisons. APPENDIX B of this report provides a detailed description of the Research Design and Methodology.

The results of the survey indicate an overall favourable opinion of the Department of Education programs and services and of the general public service which is provided to the residents of PEI. The following is a summary of the findings for each of the program and service areas within the Department.

PUBLIC EDUCATION (Grades 1 to 12): All of the findings were positive; the marginal item was the concern that class sizes were acceptable for learning. Those who had experience with the system over the last 12 months rated it lower on several aspects, but still within acceptable limits.

CONTINUING EDUCATION AND TRAINING: The findings concerning the quality of education and the information available to education choice were favourable. However, the public opinion is that the cost of post secondary education is not at an acceptable level and that the money available in student loan programs is not sufficient.

ADULT LITERACY AND UPGRADING: Respondents generally found it difficult to report an opinion on adult literacy and upgrading, as indicated by a large percentage of neutral responses. Opinions for these programs and services varied significantly across geographic locations, with little or no differences across social status groupings.

PROVINCIAL LIBRARY SERVICE: All of the ratings for the library system were favourable. Those who had experience with the public libraries generally reported more favourable responses.

PUBLIC ARCHIVES AND RECORDS OFFICE: All of the responses were favourable. Those who had experience with the archives generally rated it higher.

CULTURE AND HERITAGE: All of the responses were favourable. Respondents who reported experience with culture and heritage experiences provided a more favourable rating than those who did not.

RECREATION AND SPORT: All of the responses were favourable. Those who reported participating in a physical activity generally provided a more favourable response than those who did not.

PUBLIC SERVICE: All those that were in contact with the Department of Education in the past 12 months reported very positive ratings on the service they received.

1.0 INTRODUCTION

The Department of Education is committed to providing high quality public service to the residents of PEI. As the leader in ensuring equitable opportunities for life long learning, the Department provides programs and services in the following areas: public education (grades 1 to 12), continuing education and training, public libraries, archives, culture, heritage, recreation and sport. These programs and services are delivered to a diverse client group which is representative of the many ways in which learning may occur throughout the province. Indeed, these programs and services directly or indirectly affect the social, economic, cultural and health experience of not only clients, but all residents of the province. Therefore, it is critical for the Department of Education to know Islanders' perceptions and opinions on the available programs and services. This knowledge, when used in conjunction with other feedback information, will allow the Department to assess its programs to identify successes and to initiate change to better meet the needs of Islanders. To determine the public's perception of the Department of Education program and services, the Department developed a public opinion survey which was administered for the first time in January 2000.

2.0 OBJECTIVES

There were two objectives in the development of the Public Opinion Survey.

The primary objective was to measure the public's perception and opinion of the programs and services provided by the Department of Education.

The second objective was to establish a bench mark of public opinion to allow the Department to monitor change of opinion in the future. The opinions reported in January 2000 will be compared to the results of future administration of the survey.

3.0 FINDINGS

The survey was a successful for several reasons. Completion rates among those who were contacted and agreed to respond to the survey were very high. The respondents were positive and provided quality information and responses to the questions.

The opinions are summarized and reported two ways in this document. Firstly, the per cent of respondents that chose each of the response categories is reported. For each statement these percentages should total 100 per cent. *Public opinion on a statement is regarded as positive when the per cent in the "Agree" and "Strongly Agree" categories totals 50 per cent or greater.*

Secondly, an average opinion was calculated for each statement. To calculate the average the response categories were assigned values of 1 through 5 in the following order.

1 = Strongly Disagree
2 = Disagree
3 = Neither Agree or Disagree (Neutral)
4 = Agree
5 = Strongly Agree

A simple average score was created for each statement with the lowest and highest possible averages being 1 and 5 respectively. An average of 1 means everyone strongly disagrees with the statement and an average of 5 means everyone strongly agrees with the statement. *Public opinion on a statement is regarded as positive when the average opinion is found to be 3.5 and higher.*

Residents of PEI generally hold positive opinions about the state of education on PEI and about the programs that fall under the Department of Education. The responses to the survey are presented in the order they were collected on the questionnaire.

3.1 Public Education Grades 1 - 12

The section on public education included statements about the Grades 1 to 12 school system on PEI Positive opinions were expressed by Islanders on 12 of the 15 statements (see Table 3.1).

More than 70 per cent of respondents agree that Island teachers provide a positive learning environment. A majority of respondents agreed that:

- Students throughout the province have access to quality education.
- The schools provide a safe place for learning.
- The Department of Education provides school facilities that support learning.

Table 3.1 Responses to Statements on Public Education Grades 1 to 12

Opinion Statements	Percent Responses by Level of Opinion N=387					Average Opinion
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
In general, Island teachers provide a positive learning environment.	2.2	4.7	21.8	34.4	36.9	3.99
Students are getting the knowledge and skills they need.	4.2	10.4	29.8	40.2	15.4	3.52
Schools provide a safe place for learning.	5.2	6.9	18.8	41.0	28.1	3.80
Students throughout the province have access to quality education.	3.0	6.7	20.8	41.1	28.5	3.85
Schools have the required resource materials.	4.5	15.5	23.4	33.2	23.4	3.56
Class sizes are acceptable for learning.	11.3	20.8	23.8	27.8	16.5	3.18
Schools make effective use of technology to support learning.	2.5	12.1	21.7	39.0	24.7	3.71
The Department of Education provides school facilities that support learning.	1.7	6.2	25.9	40.0	26.1	3.83
It is important to review school zoning regularly.	3.5	5.7	18.7	29.1	43.0	4.02
School facilities, such as buildings and sport fields, are available to the community, on request when not in use for school activities.	2.9	4.4	29.1	32.2	31.4	3.85
School equipment, such as computers and sport equipment, are available to the community, on request when not in use for school activities.	7.5	10.1	41.1	25.1	16.3	3.33
Island students spend a reasonable length of time on school buses.	6.1	14.0	25.1	32.7	22.1	3.51
The Island school bus system ensures personal safety of students.	4.1	11.9	15.7	36.7	31.6	3.80
The educational system communicates well to the public.	4.5	14.6	30.8	34.5	15.6	3.42
The education system provides a high quality education.	3.5	9.0	26.3	39.5	21.8	3.67

Islanders have less positive opinions that class sizes are acceptable for learning and that the education system communicates well to the public. The statement regarding school equipment was more difficult for respondents. The largest percent (41.1 percent) answered in the neutral category suggesting they did not have enough information on the statement on which to form an opinion.

- Experience vs No Experience

All residents who participated in this survey were asked if they had experience with the different services and programs within the past 12 months. Those who had experience and those who did not comprised two separate groups for the analysis. Their average opinions, for each statement, were compared to see if they were significantly different. The significant differences between groups in public opinion by statement is highlighted in bold print. Differences in average opinion on a statement between groups that are not bolded are small enough to have happened by chance and are interpreted as no difference. The detailed tables are shown in Appendix C.

Respondents were divided into two groups, one group had someone in their household attending the public school system in the past 12 months and the other group did not have that experience. Those with someone in the public school system tended to report less positive opinions about public education than the other group. The greatest significant difference appeared in the level of agreement that students are getting the knowledge and skills they need.

There were also differences for statements pertaining to access to quality education, effective use of technology to support learning and the safety of the school bus system. Those with experience reported lower levels of agreement with these statements when compared with the other group.

- Demographic Information

Differences in opinions by geographic location and by the social status of the respondents were also explored. The responses for all residents, who participated in this survey, were grouped into the following categories to allow a comparison of their average opinions:

School Board	Eastern & Western
Gender	Male and Female
Age	≤ 44 years of age and > 45 years of age
Income (Household)	< $20K, $20K - $39,999, $40K - $59,999 and ≥ $60K

Their average opinions, for each question, were compared to see if they were significantly different. The detailed tables are shown in Appendix D. The significant differences between groups in public opinion by statement is highlighted in bold print. Differences in average opinion on a statement between groups that are not bolded are small enough to have happened by chance and are interpreted as no difference.

- School Board of Residence

There was a significant difference in average opinions between the residents in the Eastern and Western school board regions on a number of statements. The residents of the Western School Board were generally more positive in their opinions than residents of the Eastern School District.

The residents in the Western School Board region reported more positive opinions on four factors pertaining to public education. These factors included:

- Students are getting the knowledge and skills they need.
- Schools have the required materials.
- Schools make effective use of technology to support learning.
- The Department of Education provides school facilities that support learning.

There was also a significant difference in opinions concerning the school bus system. Residents in the Western School Board region agreed more strongly that Island students spend a reasonable length of time on the school buses and that the school bus system ensured their personal safety.

In regard to the quality of education, the residents in the Western School Board region agreed more strongly that the education system provided a high quality education system.

- Gender Differences

Gender accounted for very little difference in opinion. The only difference was in the area of school bus safety. The male respondents agreed more strongly than females that the students were ensured personal safety by the Island school bus system.

- Age Differences

Age differences accounted for very little difference in opinion. The only difference was in the area of school bus safety. The older respondents (45+) reported a more positive attitude towards the safety of the school bus system. They agreed more strongly than the younger respondents, that the Island school bus system ensures the personal safety of the students.

- Income Differences

There was very little difference in opinion between the income groupings. The respondents that had an income bracket of "Under $20K" reported the strongest agreement that the schools in PEI make effective use of technology to support learning.

- Groupings by Urban / Rural County

The responses for all residents, who participated in this survey, were grouped into the following categories to allow a comparison of their average opinions:

Urban / Rural County	Urban (Charlottetown & Summerside) Prince, Queens, or Kings

The average opinions, for each statement, were compared to see if they were significantly different. The significant differences between groups in public opinion by

statement are highlighted in bold print. Differences in average opinion on a statement between groups that are not bolded are small enough to have happened by chance and are interpreted as no difference. The detailed tables are shown in Appendix E.

Rural residents were significantly higher in their agreement that students are getting the knowledge and skills they need, students throughout the province have access to a quality education and the Department of Education provides school facilities that support learning and the education system provides a high quality education.

Prince County was significantly higher than either Queens or Kings County in the level of agreement that:

- Students throughout the province have access to a quality education.
- Schools have the required resource materials.
- Class sizes are acceptable.
- Schools make effective use of technology to support learning.
- The Department of Education provides school facilities that support learning.
- The Island school bus system ensures the personal safety of students.
- The education system communicates well to the public.
- The education system provides a high quality education.

This is similar to the findings for the Western School Board as there is substantial overlap on the territory.

3.2 Continuing Education and Training

Respondents generally agreed that students attending both Holland College and UPEI are receiving a high quality education and are acquiring the knowledge and skills they need. Also, respondents generally agreed that:

- Students attending a private training school on PEI acquire the knowledge and skills they need.
- Apprenticeship programs meet the needs of apprentices.
- The post-secondary education system is improving the knowledge and skills base of the province.

There were lower levels of agreement with statements saying the cost to attend these institutes is at an acceptable level.

Responses to the statements concerning the College de l'Acadie are difficult to interpret as the majority of responses were in the neutral category. This is probably due to the general lack of knowledge about this institution and its programs as the per cent of responses in the disagree categories for these statements is very low.

- Experience vs No Experience

Table C2 shows very few significant differences in opinion between the respondents who had attended universities, colleges or private training institutions or had someone in their household in attendance compared with the group that had no one in attendance. The group with no one in attendance reported significantly stronger agreement that the students attending UPEI acquire the knowledge and skills they need. They also felt more strongly that the students attending private training schools were receiving a high quality education.

- Demographic Information

Residents in the Eastern and Western School Board regions displayed a significant difference of opinion in regards to costs. The Western School Board residents agreed more strongly that the cost to attend Holland College is at an acceptable level (see detailed tables in Appendix D).

There was a significant difference between males and females with regard to the students attending College de L'Acadie and whether or not they were receiving a high quality of education. The males agreed significantly more than the females that the students were receiving a high quality of education.

The older respondents (45+) showed a significant difference in regards to UPEI. These respondents agreed significantly more strongly that UPEI students receive a high quality education and acquire the knowledge and skills they need.

The younger respondents, 44 and under, agreed more strongly that the cost to attend Holland College is at an acceptable level.

The respondents from the "Under 20K" household income bracket were most likely to agree that students were getting the information they needed to make informed decisions on their educational career choices. This same group was least likely to agree that the cost to attend UPEI is at an acceptable level, and that the cost to attend College de L' Acadie is at an acceptable level. Interestingly, there is no significant difference among the income groups on agreement about the cost of attending Holland College.

Table 3.2 Responses to Statements on Continuing Education and Training

Opinion Statements	Percent Responses by Level of Opinion N=398					Average Opinion
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
Students have the information they need to make informed decisions on their educational career choices.	5.1	13.5	28.0	32.8	20.6	3.50
The cost to attend UPEI is at an acceptable level.	19.6	21.9	29.5	22.2	6.8	2.75
Students attending UPEI are receiving high quality education.	1.6	6.5	29.1	42.1	20.8	3.74
Students attending UPEI acquire the knowledge and skills they need.	1.8	7.5	28.9	42.4	19.4	3.70
The cost to attend Holland College is at an acceptable level.	16.8	16.6	32.1	24.6	9.9	2.94
Students attending Holland College are receiving a high quality education.	3.2	4.7	25.5	43.4	23.2	3.79
Students attending Holland College acquire the knowledge and skills they need.	2.1	4.2	26.2	40.6	27.0	3.86
The cost to attend College de L'Acadie is at an acceptable level.	7.0	6.7	65.1	15.1	6.0	3.06
Students attending College de L'Acadie are receiving a high quality education.	1.3	2.0	61.4	21.5	13.8	3.44
Students attending College de L'Acadie acquire the knowledge and skills they need.	1.0	2.3	62.7	21.0	13.0	3.43
Students attending a private training school on PEI are receiving a high quality education.	3.0	7.7	42.8	26.8	19.6	3.52
Students attending a private training school on PEI acquire the knowledge and skills they need.	3.0	6.8	41.1	27.8	21.4	3.58
Apprenticeship programs meet the needs of apprentices.	2.5	4.4	32.9	37.0	23.2	3.74
The money available through the student loan programs is sufficient.	18.3	22.5	32.2	18.1	8.9	2.77
The post secondary education system is improving the knowledge and skills base of the province.	2.5	4.5	26.9	43.2	22.9	3.79

- Urban / Rural and County

Rural residents were significantly higher in their agreement with the following statements: students have the information they need to make informed decisions on their educational career choices, students attending UPEI are receiving a high quality education, students attending UPEI acquire the knowledge and skills they need, students attending a private training school on PEI are receiving a high quality education, students attending a private training school on PEI acquire the knowledge and skills they need, apprenticeship programs meet the needs of apprentices and the money available through the student loan programs is sufficient.

Residents of Prince County were significantly higher in their agreement with the following statements:

- The cost to attend Holland College is at an acceptable level.
- The cost to attend UPEI is at an acceptable level.
- Students attending College de L'Acadie acquire the knowledge and skills they need.
- The money available through the student loan programs is sufficient.

Residents of Kings County reported the lowest level of agreement with these statements.

3.3 Adult Literacy and Upgrading

Respondents generally found it hard to have opinions on literacy and upgrading as is demonstrated by one third of them reporting a neutral opinion (see Table 3.3). This difficulty may be due to lack of information and knowledge on the area. The higher level of neutral responses may artificially reduce the average opinion scores and makes the responses to these statements difficult to interpret. Generally, the majority of responses to all statements in this area fell outside the categories of agreement. Opinions on this group of statements vary significantly across geographic groupings with little or no differences across social status groupings.

- Demographic Information

Residents in the Western School Board region agreed significantly more strongly on every factor concerning adult literacy and adult upgrading programs than those who resided in the Eastern School District region. There were no differences in opinion between gender, age, and income groups.

- Urban / Rural County

Rural residents were significantly higher in their degree of agreement with all of statements regarding adult literacy and upgrading than urban residents.

Prince County residents were significantly higher than Queens or Kings County in their degree of agreement with all of statements regarding adult literacy and upgrading. Queens County was significantly lower than either Prince or Kings County on all of statements regarding adult literacy and upgrading. The greatest differences in opinion occurred between the Prince and Queens County residents. Queens County residents reported the lowest levels of agreement with the statements on literacy and upgrading programs and services.

Table 3.3 Responses to Statements on Adult Literacy and Upgrading

Opinion Statements	Percent Responses by Level of Opinion N=398					Average Opinion
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
There are enough adult literacy programs available throughout the province.	9.5	16.2	34.9	26.2	13.2	3.18
Adequate information is provided to the public on adult literacy programs.	9.8	19.1	25.1	29.5	16.5	3.24
The adult literacy programs offered in PEI are meeting the needs of your area.	8.0	11.5	38.5	26.6	15.4	3.30
There are enough adult upgrading programs available throughout the province.	6.3	14.9	36.6	27.2	14.9	3.30
Adequate information is provided to the public on adult upgrading programs.	7.5	16.2	33.2	28.9	14.2	3.26
The adult upgrading programs offered in PEI are meeting the needs of your area.	6.4	11.7	35.5	29.9	16.5	3.38

3.4 Provincial Library Service

It is strongly agreed upon by respondents that the Provincial Library Service provides a valuable service to the residents of PEI. Islanders further agree that:

- Libraries are open at convenient times.
- Services are provided in a community facility or building that meets the needs of library users.
- Libraries provides quality materials to meet the needs of users.

Islanders agreed at slightly lower levels that the there is adequate information provided to the public on programs and services of the library.

Table 3.4 Responses to Statements on Provincial Library Services

Opinion Statements	Percent Responses by Level of Opinion N=399					Average Opinion
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
is open at convenient times.	4.6	8.7	16.8	37.9	32.1	3.84
is provided in a community facility or building that meets the needs of library users.	3.8	5.1	16.2	42.0	32.9	3.95
Provides enough materials to meet the needs of library users.	3.8	6.1	22.0	39.4	28.8	3.83
Provides quality materials to meet the needs of library users.	2.8	3.5	22.8	41.0	29.9	3.92
Uses computer technology to meet the needs of library users.	1.8	4.9	26.3	38.1	28.9	3.87
Provides enough public access to the internet.	3.7	7.5	34.4	31.7	22.7	3.62
Provides adequate information to the public on its programs and services.	3.0	18.2	30.6	29.5	18.7	3.43
Provides a valuable service to the residents of PEI.	2.8	2.8	10.5	34.3	49.6	4.25

- Experience vs No Experience

Those residents who had visited a public library within the last 12 months felt significantly more strongly that the system provides a valuable service to the residents of PEI, than those residents who had not visited a public library within the last 12 months. There was no difference in opinion between these groups across the other opinion statements.

- Demographic Information

The survey data indicated no significant differences in opinion on library services between the Western and Eastern School Board Regions. Residents of both areas held similar levels of positive agreement with the opinion statements of the questionnaire.

There was a significant difference between the male and the female respondents regarding three factors pertaining to libraries. The females agreed more strongly that the public library service is provided, in a community facility or building, as well as enough quality materials to meet the needs of library users.

The respondents in the "Under 20K" income bracket felt most strongly that the provincial library system provides adequate information to the public on its programs

and services. The level of agreement with this statement declines with each higher step of income category.

- Urban / Rural and County

Urban residents were significantly higher in their agreement than rural residents that the library is open at convenient times. This is more likely due to more open hours for the libraries un urban areas. There was no difference in opinion between these groups across the other opinion statements.

Respondents from Queens County followed by those from Prince County were significantly higher in their agreement that the library is open at convenient times. Prince County respondents followed by Queens County respondents were significantly higher in their agreement that the library provides enough materials to meet the needs of library users.

3.5 Public Archives and Records Office

The responses concerning the Public Archives and Records Office were primarily favourable. Approximately 65 per cent of respondents agreed that the public archives and records office provides a valuable service to the residents of PEI, and that the office acquires, preserves, and makes accessible materials which document the history of PEI. (Table 3.5)

- Experience vs No Experience

Those respondents who visited the Public Archives and Records office within the last 12 months reported more agreement on the convenience of the Public Archives office hours. Those who had not visited the Public Archives reported less agreement that the office is open at convenient times.

Similarly, people who visited the archives felt more strongly that the office acquires, preserves and makes accessible materials that document the history of PEI.

- Urban /Rural and County

Rural residents were significantly higher in their agreement than urban residents that the public archives and records office:

- is open at convenient times;
- uses current technology;
- acquires, preserves, and makes accessible materials which document the history of PEI; and
- provides a valuable service to the residents of PEI.

Table 3.5 Responses to Statements on Public Archives and Records

Opinion Statements	Percent Responses by Level of Opinion N=348					Average Opinion
Is open at convenient times.	0.6	4.1	49.1	26.4	19.8	3.61
Is located in a building that meets the needs of archive users.	2.7	4.5	46.8	26.4	19.5	3.56
Uses current technology.	1.2	3.0	44.9	28.7	22.2	3.68
Acquires, preserves, and makes accessible materials which document the history of PEI.	1.5	1.8	32.8	34.6	29.3	3.89
Provides adequate information to the public on its programs and services.	5.3	13.2	44.9	20.8	15.8	3.29
Provides a valuable service to the residents of PEI.	1.7	3.4	29.9	30.2	34.8	3.93

3.6 Culture and Heritage

Approximately 80 per cent of respondents agreed that it is important for the Department of Education to support local artists and performers, and almost 80 per cent agreed that there are a variety of cultural activities available throughout the province. Approximately 90 per cent agreed that provincial policies should be developed to preserve heritage sites.

- Experience vs No Experience

The residents of PEI, who attended cultural activities in the past 12 months, felt more strongly that it was important to have cultural activities and events in their community and that provincial policies should be developed to preserve heritage sites.

- Demographic Information

The residents in the Western School Board region agreed more strongly that there is good information available to the public concerning Island heritage.

There was a significant difference between males and females concerning provincial policies. The female respondents more strongly agreed that provincial policies should be developed to preserve heritage sites.

Table 3.6 Responses to Statements on Culture and Heritage

Opinion Statements	Percent Responses by Level of Opinion N=404					Average Opinion
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
It is important for the Department of Education to support local artists and performers.	2.5	4.8	13.1	29.1	50.5	4.20
There is a variety of cultural activities available throughout the province.	2.3	4.8	16.3	37.1	39.6	4.07
It is important to have cultural activities and events in your community.	0.7	1.5	5.7	32.4	59.7	4.49
Provincial policies should be developed to preserve heritage sites.	0.5	3.0	8.9	29.8	57.8	4.41
There is good information available to the public concerning Island heritage and history.	1.2	7.5	18.5	41.4	31.4	3.94
Island heritage and history are well preserved and presented by Island museums.	0.3	5.3	20.7	41.6	32.2	4.00
Heritage and history are valued by the residents of PEI.	1.0	3.0	14.4	33.2	48.5	4.25

3.7 Recreation and Sport

More than 50 per cent (53.9%) of respondents agree strongly that it is important to have recreation opportunities available, whereas only about four percent (4.4%) of respondents disagree. More than 70 per cent of respondents believe that recreation facilities are well operated, and also that there is a high quality of volunteer leadership in sports programs.

- Demographic Information

Residents of the Western School Board region were significantly more strongly in agreement with the following statements:

- There are high quality sport facilities on PEI.
- Sport facilities are well operated.
- Sport programs meet the needs of Islanders.
- There are sufficient sport opportunities in your community to meet your active living needs.
- There is a high quality of volunteer leadership in sports programs.
- Volunteers in organized sport receive the training necessary to carry out their roles.
- There is enough information available to the public on sport programs and services available in PEI.

- There are high quality recreation facilities on PEI.
- Recreation facilities are operated well.
- Recreation programs meet the needs of the Islanders.
- There are sufficient recreation opportunities in your community to meet your active living needs.
- There is a high quality of volunteer leadership.
- There is enough information available to the public on recreation program.

URBAN / RURAL and COUNTY

Rural residents were significantly higher in their agreement on the following statements:

- Sport programs meet the needs of Islanders.
- There are high quality recreation facilities on PEI.
- Recreation facilities are operated well.
- Recreation programs meet the needs of Islanders.

Prince County respondents were significantly higher than Queens or Kings County respondents in their degree of agreement with the following statements:

- Active living is encouraged in your community.
- There are high quality sports facilities on PEI.
- They are well operated.
- Sports programs meet the needs of Islanders.
- There are sufficient sport opportunities in your community to meet your active living needs.

Prince County respondents were also significantly higher than Queens or Kings County respondents in their agreement with the following statements:

- There are high quality recreational facilities on PEI.
- The recreation programs meet the needs of Islanders.
- There are sufficient recreation opportunities in your community to meet your active living needs.
- There was sufficient information available to the public on recreation programs and services.

Table 3.7 Responses to Statements on Recreation and Sport

Opinion Statements	Percent Responses by Level of Opinion N=399					Average Opinion
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
Active living is encouraged in your community.	4.0	10.5	17.0	32.8	35.6	3.85
There are high quality sport facilities on PEI.	3.3	8.6	23.9	34.3	30.0	3.79
Sport facilities are well operated.	3.0	6.2	25.1	43.3	22.4	3.76
Sport programs meet the needs of Islanders.	5.1	8.4	25.3	40.3	21.0	3.64
There are sufficient sport opportunities in your community to meet your active living needs.	7.7	11.9	20.0	37.1	23.3	3.56
There is a high quality of volunteer leadership in sports programs.	3.0	5.0	20.6	41.4	30.1	3.90
Volunteers in organized sport receive the training necessary to carry out their roles.	4.9	13.6	34.4	32.6	14.6	3.38
There is enough information available to the public on sport programs and services available in PEI.	3.5	11.1	23.7	40.2	21.5	3.65
It is important to have sport opportunities available to you.	2.0	5.4	12.1	29.5	51.0	4.22
There are high quality recreation facilities on PEI.	3.7	7.2	19.4	42.5	27.1	3.82
Recreation facilities are operated well.	0.7	5.2	22.7	48.1	23.2	3.88
Recreation programs meet the needs of Islanders.	2.2	11.0	23.9	42.4	20.4	3.68
There are sufficient recreation opportunities in your community to meet your active living needs.	7.2	14.2	21.2	32.7	24.7	3.53
There is a high quality of volunteer leadership.	2.7	7.5	24.2	39.2	26.4	3.79
There is enough information available to the public on recreation programs and services available in PEI.	4.0	11.9	24.1	37.5	22.6	3.63
It is important to have recreation opportunities available to you.	0.7	3.7	10.0	31.7	53.9	4.34

3.8 Public Service

Respondents showed a strong level of agreement that the Department of Education staff provide courteous and prompt services. Respondents agree that: Staff respond in a knowledgeable manner; are readily available to meet your needs; and provide high quality service. The hours of operation are judged to be convenient.

Table 3.8 Respondents by Contact with the Department of Education

In the past twelve months, have you had any contact with the Department of Education?	Per cent	
	Yes	No
	46.8	53.2

Table 3.9 Respondents That Contacted The Department of Education by Satisfaction With Service

Service Statement	Percent Responses by Level of Opinion N=192					Average Opinion
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
Staff provide courteous service.	3.6	2.1	8.3	27.6	58.3	4.35
Staff provide prompt service.	3.1	5.2	14.6	33.3	43.8	4.09
Staff respond to you in a knowledgeable manner.	3.7	6.3	9.9	27.7	52.4	4.19
The hours of operation meet your needs.	2.6	6.8	12.6	31.9	46.1	4.12
Staff are readily available to meet your needs.	3.7	7.9	13.1	35.1	40.3	4.01
Staff provide high quality service.	2.6	3.7	13.1	30.4	50.3	4.22

- Demographic Information

There was a significant difference between the males and females concerning the perception of courteous service provided by the staff. Males reported a higher agreement with the statement that the service is courteous.

Older residents (45+) perceived the service to be significantly more prompt and the staff more readily available to meet their needs.

Higher income groups perceived the service to be significantly better in regard to: courtesy of service, promptness and quality. Higher income respondents also were in more agreement concerning the knowledgeable manner of staff.

- Urban/rural and County

Rural residents were significantly higher in their level of agreement with the following statements:

- Staff provide a prompt service;
- Staff respond to you in a knowledgeable manner;
- Staff are readily available to meet your needs; and
- Staff provide a high quality service.

APPENDIX A

QUESTIONNAIRE

DEPARTMENT OF EDUCATION
PUBLIC OPINION SURVEY
1999

Prepared by the Monitoring Project Team for the PEI Department of Education

INTRODUCTION

Hello, my name is _____. I work with _____.,

May I speak with a person in your household who is 18 years of age or older?

We are conducting a public opinion survey for the Prince Edward Island Department of Education. The Department of Education is committed to providing the highest quality of public service to the people of PEI through programs and services in: public education for Grades 1 to 12, post secondary education, adult upgrading, literacy, public libraries, public archives and records, culture, heritage, recreation and sport.

All of your answers are confidential and will be combined with those from other respondents to provide the Department valuable information.

The survey will take about 15 minutes. Are you able to complete the survey now?

If no, could you please tell me a more convenient time when I can call you back?_____

GRADES 1 - 12

This section is about Public Education, Grades 1 to 12.

The Department of Education is responsible for providing public education for Grades 1 to 12.

We want to know how strongly you agree or disagree with the following statements. We are using a scale from 1 to 5, where (1) means you Strongly Disagree and (5) means you Strongly Agree. When you neither agree nor disagree please choose (3). If you don't have an opinion on the statement, please feel free to say so. (The "Other" response is to be recorded by the interviewer when the respondent refuses to answer, does not report an opinion, doesn't know or states that the item is not applicable.)

		Strongly Disagree				Strongly Agree	
		1	2	3	4	5	Other
1.	In general, Island teachers provide a positive learning environment.	❑	❑	❑	❑	❑	❑
2.	Students are getting the knowledge and skills they need.	❑	❑	❑	❑	❑	❑
3.	Schools provide a safe place for learning. *(School is a place where there is no emotional, verbal or physical harm.)*	❑	❑	❑	❑	❑	❑
4.	Students throughout the province have access to quality education.	❑	❑	❑	❑	❑	❑
5.	Schools have the required resource materials *(such as paper, books, musical instruments, physical education equipment, etc.)*.	❑	❑	❑	❑	❑	❑
6.	Class sizes are acceptable for learning.	❑	❑	❑	❑	❑	❑
7.	Schools make effective use of technology to support learning. *(Examples include computers or lab equipment)*.	❑	❑	❑	❑	❑	❑
8.	The Department of Education provides school facilities that support learning.	❑	❑	❑	❑	❑	❑
9.	It is important to review school zoning regularly.	❑	❑	❑	❑	❑	❑
10.	School facilities, such as buildings and sport fields, are available to the community, on request when not in use for school activities.	❑	❑	❑	❑	❑	❑

GRADES 1 - 12 (CONTINUED)

		Strongly Disagree 1	2	3	4	Strongly Agree 5	Other
11.	School equipment, such as computers and sport equipment, are available to the community, on request when not in use for school activities.	❑	❑	❑	❑	❑	❑
12.	Island students spend a reasonable length of time on school buses.	❑	❑	❑	❑	❑	❑
13.	The Island school bus system ensures personal safety of students.	❑	❑	❑	❑	❑	❑
14.	The education system communicates well to the public.	❑	❑	❑	❑	❑	❑
15.	The education system provides a high quality education.	❑	❑	❑	❑	❑	❑

COMMENTS:

Not requested. Please record voluntary and significant comments.

CONTINUING EDUCATION AND TRAINING

This section is about Continuing Education and Training.

The Department of Education encourages life long learning by playing a lead role in promoting and coordinating post-secondary learning opportunities on P.E.I.

Using the same scale, please indicate how strongly you agree or disagree with the following statements. (REPEAT ONLY IF NECESSARY) We are using a scale from 1 to 5, where (1) means you Strongly Disagree and (5) means you Strongly Agree. When you neither agree nor disagree please choose (3). If you don't have an opinion on the statement, please feel free to say so. (The "Other" response is to be recorded by the interviewer when the respondent refuses to answer, does not report an opinion, doesn't know or states that the item is not applicable.)

		Strongly Disagree 1	2	3	4	Strongly Agree 5	Other
1.	Students have the information they need to make informed decisions on their educational career choices	❑	❑	❑	❑	❑	❑
2.	The cost to attend UPEI is at an acceptable level.	❑	❑	❑	❑	❑	❑
3.	Students attending UPEI are receiving a high quality education.	❑	❑	❑	❑	❑	❑
4.	Students attending UPEI acquire the knowledge and skills they need.	❑	❑	❑	❑	❑	❑
5.	The cost to attend Holland College is at an acceptable level.	❑	❑	❑	❑	❑	❑
6.	Students attending Holland College are receiving a high quality education.	❑	❑	❑	❑	❑	❑
7.	Students attending Holland College acquire the knowledge and skills they need.	❑	❑	❑	❑	❑	❑
8.	The cost to attend College de L'Acadie is at an acceptable level.	❑	❑	❑	❑	❑	❑
9.	Students attending College de L'Acadie are receiving a high quality education.	❑	❑	❑	❑	❑	❑

CONTINUING EDUCATION and TRAINING (CONTINUED)

		Strongly Disagree 1	2	3	4	Strongly Agree 5	Other
10.	Students attending College de L'Acadie acquire the knowledge and skills they need.	❑	❑	❑	❑	❑	❑
11.	Students attending a private training school on PEI are receiving a high quality education. *(This includes schools for hairdressers, truck drivers, computer schools, etc.)*	❑	❑	❑	❑	❑	❑
12.	Students attending a private training school on PEI acquire the knowledge and skills they need.	❑	❑	❑	❑	❑	❑
13.	Apprenticeship programs *(such as electrical, plumbing other trades)* meet the needs of apprentices.	❑	❑	❑	❑	❑	❑
14.	The money available through the student loan programs is sufficient.	❑	❑	❑	❑	❑	❑
15.	The post secondary education system is improving the knowledge and skills base of the province.	❑	❑	❑	❑	❑	❑

COMMENTS:

Not requested. Please record voluntary and significant comments.

ADULT LITERACY and UPGRADING

This section is about Adult Literacy and Upgrading.

The Department of Education encourages life long learning by ensuring adult learning opportunities, including literacy training and upgrading, are provided throughout the province.

ADULT LITERACY programs help adults to improve their reading skills.

ADULT UPGRADING programs provide opportunities for adults to get high school credits, the General Educational Development Program (GED) equivalency certificate or a high school certificate

Using the same scale, please indicate how strongly you agree or disagree with the following statements. (REPEAT ONLY IF NECESSARY) We are using a scale from 1 to 5, where (1) means you Strongly Disagree and (5) means you Strongly Agree. When you neither agree nor disagree please choose (3). If you don't have an opinion on the statement, please feel free to say so. (The "Other" response is to be recorded by the interviewer when the respondent refuses to answer, does not report an opinion, doesn't know or states that the item is not applicable.)

		Strongly Disagree 1	2	3	4	Strongly Agree 5	Other
1.	There are enough adult literacy programs available throughout the province.	❑	❑	❑	❑	❑	❑
2.	Adequate information, (*such as the location, types of programs and availability)* is provided to the public on adult literacy programs.	❑	❑	❑	❑	❑	❑
3.	The adult literacy programs offered in PEI are meeting the needs of your area.	❑	❑	❑	❑	❑	❑
4.	There are enough adult upgrading programs available throughout the province.	❑	❑	❑	❑	❑	❑
5.	Adequate information, *(such as the location, types of programs and availability)* is provided to the public on adult upgrading programs.	❑	❑	❑	❑	❑	❑
6.	The adult upgrading programs offered in PEI are meeting the needs of your area.	❑	❑	❑	❑	❑	❑

COMMENTS:

Not requested. Please record voluntary and significant comments.

PROVINCIAL LIBRARY SERVICE

This section is about the Provincial Library Service.

The Department of Education encourages life long learning by providing public library services to the residents of PEI.

Using the same scale, please indicate how strongly you agree or disagree with the following statements. (REPEAT ONLY IF NECESSARY) We are using a scale from 1 to 5, where (1) means you Strongly Disagree and (5) means you Strongly Agree. When you neither agree nor disagree please choose (3). If you don't have an opinion on the statement, please feel free to say so. (The "Other" response is to be recorded by the interviewer when the respondent refuses to answer, does not report an opinion, doesn't know or states that the item is not applicable.)

		Strongly Disagree 1	2	3	4	Strongly Agree 5	Other
THE PROVINCIAL LIBRARY SERVICE							
1.	is open at convenient times.	❑	❑	❑	❑	❑	❑
2.	is provided in a community facility or building that meets the needs of library users.	❑	❑	❑	❑	❑	❑
3.	provides enough materials to meet needs of library users. *(such as books, videos, CDs, newspapers, etc.)*	❑	❑	❑	❑	❑	❑
4.	provides quality materials to meet the needs of library users.	❑	❑	❑	❑	❑	❑
5.	uses computer technology to meet the needs of library users.	❑	❑	❑	❑	❑	❑
6.	provides enough public access to the Internet.	❑	❑	❑	❑	❑	❑
7.	provides adequate information to the public on its programs and services.	❑	❑	❑	❑	❑	❑
8.	provides a valuable service to the residents of PEI.	❑	❑	❑	❑	❑	❑

COMMENTS:

Not requested. Please record voluntary and significant comments.

THE PUBLIC ARCHIVES AND RECORDS OFFICE

This section is about the Public Archives and Records Office.

The Department of Education encourages life long learning by providing archives and records management services to the residents of PEI.

Using the same scale, please indicate how strongly you agree or disagree with the following statements. (REPEAT ONLY IF NECESSARY) We are using a scale from 1 to 5, where (1) means you Strongly Disagree and (5) means you Strongly Agree. When you neither agree nor disagree please choose (3). If you don't have an opinion on the statement, please feel free to say so. (The "Other" response is to be recorded by the interviewer when the respondent refuses to answer, does not report an opinion, doesn't know or states that the item is not applicable.)

		Strongly Disagree 1	2	3	4	Strongly Agree 5	Other
THE PUBLIC ARCHIVES AND RECORDS OFFICE:							
1.	is open at convenient times.	❑	❑	❑	❑	❑	❑
2.	is located in a building that meets the needs of archive users.	❑	❑	❑	❑	❑	❑
3.	uses current technology *(such as microfilm, computers)* to meet the needs of users.	❑	❑	❑	❑	❑	❑
4.	acquires, preserves and makes accessible materials which document the history of PEI. (*Examples would be government records, personal papers, photographs, maps and audio visual records)*	❑	❑	❑	❑	❑	❑
5.	provides adequate information to the public on its programs and services.	❑	❑	❑	❑	❑	❑
6.	provides a valuable service to the residents of PEI.	❑	❑	❑	❑	❑	❑

COMMENTS:

Not requested. Please record voluntary and significant comments.

CULTURE and HERITAGE

This section is about Culture and Heritage.

The Department of Education encourages life long learning by playing a lead role in developing and supporting cultural activities and preserving heritage in P.E.I.

Using the same scale, please indicate how strongly you agree or disagree with the following statements. (REPEAT ONLY IF NECESSARY) We are using a scale from 1 to 5, where (1) means you Strongly Disagree and (5) means you Strongly Agree. When you neither agree nor disagree please choose (3). If you don't have an opinion on the statement, please feel free to say so. (The "Other" response is to be recorded by the interviewer when the respondent refuses to answer, does not report an opinion, doesn't know or states that the item is not applicable.)

		Strongly Disagree 1	2	3	4	Strongly Agree 5	Other
1.	It is important for the Department of Education to support local artists and performers.	❑	❑	❑	❑	❑	❑
2.	There is a variety of cultural activities available throughout the province (*these would include community festivals, plays and arts and crafts shows).*	❑	❑	❑	❑	❑	❑
3.	It is important to have cultural activities and events in your community.	❑	❑	❑	❑	❑	❑
4.	Provincial policies should be developed to preserve heritage sites *(buildings, properties and places).*	❑	❑	❑	❑	❑	❑
5.	There is good information available to the public concerning Island heritage and history.	❑	❑	❑	❑	❑	❑
6.	Island heritage and history are well preserved and presented by Island museums.	❑	❑	❑	❑	❑	❑
7.	Heritage and history are valued by the residents of P.E.I.	❑	❑	❑	❑	❑	❑

COMMENTS:

Not requested. Please record voluntary and significant comments.

RECREATION and SPORT

This section is about Recreation and Sport

The Department of Education encourages active living and life long learning for all Islanders by supporting sport and recreation opportunities through a network of community and provincial organizations.

Using the same scale, please indicate how strongly you agree or disagree with the following statements. (REPEAT ONLY IF NECESSARY) We are using a scale from 1 to 5, where (1) means you Strongly Disagree and (5) means you Strongly Agree. When you neither agree nor disagree please choose (3). If you don't have an opinion on the statement, please feel free to say so. (The "Other" response is to be recorded by the interviewer when the respondent refuses to answer, does not report an opinion, doesn't know or states that the item is not applicable.)

		Strongly Disagree 1	2	3	4	Strongly Agree 5	Other
1.	Active living is encouraged in your community.	❑	❑	❑	❑	❑	❑

Now, a few statements about Sport. SPORT refers to organized programs such as minor hockey, minor league baseball, soccer clubs, etc.

2.	There are high quality sport facilities on PEI.	❑	❑	❑	❑	❑	❑
3.	Sport facilities are well operated.	❑	❑	❑	❑	❑	❑
4.	Sport programs meet the needs of Islanders.	❑	❑	❑	❑	❑	❑
5.	There are sufficient sport opportunities in your community to meet your active living needs.	❑	❑	❑	❑	❑	❑
6.	There is a high quality of volunteer leadership in sports programs. (*Volunteers include coaches, administrators and officials.)*	❑	❑	❑	❑	❑	❑
7.	Volunteers in organized sport receive the training necessary to carry out their roles.	❑	❑	❑	❑	❑	❑
8.	There is enough information available to the public on sport programs and services available in PEI.	❑	❑	❑	❑	❑	❑
9.	It is important to have sport opportunities available to you.	❑	❑	❑	❑	❑	❑

COMMENTS:

Not requested. Please record voluntary and significant comments.

This section is about Recreation.

RECREATION includes all those things a person chooses to do in order to make their leisure more interesting, more enjoyable and more personally satisfying. Recreation includes physical recreation, artistic, creative, cultural, social and intellectual activities.

Using the same scale, please indicate how strongly you agree or disagree with the following statements. (REPEAT ONLY IF NECESSARY) We are using a scale from 1 to 5, where (1) means you Strongly Disagree and (5) means you Strongly Agree. When you neither agree nor disagree please choose (3). If you don't have an opinion on the statement, please feel free to say so. (The "Other" response is to be recorded by the interviewer when the respondent refuses to answer, does not report an opinion, doesn't know or states that the item is not applicable.)

		Strongly Disagree 1	2	3	4	Strongly Agree 5	Other
10.	There are high quality recreation facilities on PEI. *(For example, community centres, theatres, and arenas.)*	❑	❑	❑	❑	❑	❑
11.	Recreation facilities are operated well.	❑	❑	❑	❑	❑	❑
12.	Recreation programs meet the needs of Islanders.	❑	❑	❑	❑	❑	❑
13.	There are sufficient recreation opportunities in your community to meet your active living needs.	❑	❑	❑	❑	❑	❑
14.	There is a high quality of volunteer leadership. *(Volunteers include board members, fund raisers, executives.)*	❑	❑	❑	❑	❑	❑
15.	There is enough information available to the public on recreation programs and services available in PEI.	❑	❑	❑	❑	❑	❑
16.	It is important to have recreation opportunities available to you.	❑	❑	❑	❑	❑	❑

COMMENTS:

Not requested. Please record voluntary and significant comments.

PUBLIC SERVICE

The Department of Education is committed to providing the highest quality of public service to the people of PEI through all of the programs and services we have talked with you about today. They are: public education for Grades 1 to 12, post secondary education, adult upgrading, literacy, public libraries, public archives and records, culture heritage, recreation and sport.

We are interested in your opinion of our service to you.

- In the past 12 months have you had any contact with the Department of Education?

  ❑ YES (continue with following questions)
  ❑ NO (skip next questions and go to the **GENERAL COMMENTS QUESTION**)

With what section did you have the most recent contact?

_____

Based on that contact with the Department of Education, we want to know how strongly you agree or disagree with the following statements. Using the same scale, please indicate how strongly you agree or disagree with the following statements. (READ ONLY IF NECESSARY) We are using a scale from 1 to 5, where (1) means you Strongly Disagree and (5) means you Strongly Agree. When you neither agree nor disagree please choose (3). If you don't have an opinion on the statement, please feel free to say so. (The "Other" response is to be recorded by the interviewer when the respondent refuses to answer, does not report an opinion, doesn't know or states that the item is not applicable.)

		Strongly Disagree				Strongly Agree	
		1	2	3	4	5	Other
1.	Staff provide courteous service.	❑	❑	❑	❑	❑	❑
2.	Staff provide prompt service.	❑	❑	❑	❑	❑	❑
3.	Staff respond to you in a knowledgeable manner.	❑	❑	❑	❑	❑	❑
4.	The hours of operation meet your needs.	❑	❑	❑	❑	❑	❑
5.	Staff are readily available to meet your needs.	❑	❑	❑	❑	❑	❑
6.	Staff provide high quality service.	❑	❑	❑	❑	❑	❑

GENERAL COMMENTS QUESTION

Do you have any general comments on the Department of Education's programs and services, that you would like us to note?

RESPONDENT INFORMATION

This final group of questions will help us to understand the public opinion information we collect from this survey.

- sex (not asked but noted by the interviewer) ❑ MALE ❑ FEMALE

- What is your age group? **(READ CATEGORIES)**
  - ❑ 18 to 24 years
  - ❑ 25 to 44 years
  - ❑ 45 to 64 years
  - ❑ 65 years or over
  - ❑ refused to respond

- What is your household income range? **(READ CATEGORIES)**
  - ❑ under $20,000
  - ❑ $20,000 to 39,999
  - ❑ $40,000 to 59,999
  - ❑ $60,000 to 79,999
  - ❑ over $80,000.
  - ❑ refused to respond

- residence location (not asked, derived from phone number) _____

- What is the highest level of education you attained? (The interview will ask the question and check the appropriate answer category)
  - ❑ less than grade 12
  - ❑ high school completed
  - ❑ some post secondary: college, university or school
  - ❑ college/university completed
  - ❑ post graduate

  trade

- What language(s) are spoken in your home? (The interviewer will ask the question and record the response.)
  - ❑ English
  - ❑ French
  - ❑ Other _____

- Do you live a physically active lifestyle? ❑ YES ❑ NO

- In the past 12 months, have you or anyone in your household:

- attended grades 1 to 12 ❑ YES ❑ NO
- attended universities, colleges or other training schools ❑ YES ❑ NO
- used the Internet ❑ YES ❑ NO
- visited a public library ❑ YES ❑ NO
- visited the public archives ❑ YES ❑ NO
- participated in cultural activities such as: visited a museum, attended a cultural event, visited an art gallery ❑ YES ❑ NO
- participated in a physical activity such as hiking, dancing, cycling, or organized sport on a weekly basis ❑ YES ❑ NO
- participated in adult upgrading programs ❑ YES ❑ NO

THANK YOU VERY MUCH FOR TAKING THE TIME TO SHARE YOUR OPINIONS WITH THE DEPARTMENT OF EDUCATION.

APPENDIX B

RESEARCH DESIGN AND METHODOLOGY

APPENDIX B

RESEARCH DESIGN AND METHODOLOGY

This study was conducted to establish a benchmark of the opinions of PEI residents, 18 years of age and older, in regard to the services the Department of Education delivers. The information will provide input to the Strategic Planning process to aid the Department in continuing to provide the highest quality of services to the residents of PEI.

The research methodology selected was primary data collection. An opinion questionnaire was used as the data accumulation instrument (see Appendix A). Telephone interviews were completed by Computer-Assisted Telephone Interviewing (CATI). The survey population was residents of PEI age 18 or above.

A random sample was drawn from the survey population. A sample size of 407 PEI residents was obtained as a result of 2032 telephone calls. The random sampling provided a sample that is accurate 19 times out of 20 with a margin of error of ±4.85 per cent. This provided a representative cross-section of Prince Edward Island residents.

The telephone number prefixes were used to identify the location of the household by county, by rural or urban location, and by school board. Households with students attending schools in the French School Board region were scattered over a wide area making it impossible to accurately identify the French School Board separate from the Western School Board.

The geographic and demographic composition of the sample is shown in Table B1 to B4. All of the sample sizes within the groupings shown in this table were of an adequate size to provide significant differences analyses.

The random sampling technique yielded a sample with a composition that is representative of the general population. One exception to this is the larger number of female respondents which is a common result of telephone surveys. This means that the results of the survey can be generalized to the total population of PEI.

Demographic Characteristics of the Sample

Table B 1. Composition of Sample

Characteristic	Subgroups	Number of Respondents	Percent of Respondents in Subgroups
County of Residence	Prince	128	31.4
	Queens	198	48.6
	Kings	81	19.9
PEI School Board Area	Eastern	283	69.5
	Western	124	30.5
Urban/Rural Areas	Rural	132	32.5
	Urban	274	67.5
Age	18 through 44	214	52.7
	45 and over	192	47.3
Household Income	Under $20,000	61	18.5
	$20,000 - $39,999	109	33.1
	$40,000 - $59,999	96	29.2
	$60,000 and over	63	19.1
Highest Level of Education	Less Than Grade 12	85	20.9
	High School Completed	74	18.2
	Some Post-secondary	98	24.1
	College/University Complete	106	26.1
	Post Graduate	43	10.6
Age Group	18 - 24	35	8.6
	25 - 44	179	44.1
	45 - 64	151	37.2
	65 and over	41	10.1
Gender	Male	132	32.4
	Female	275	67.6

Table B 2. Respondents by Language Spoken at Home

Language	Percent N = 407
	Yes
English	83.3
French	15.4
Gaelic	0.4
German	0.2
Spanish	0.2
Dutch	0.2
Polish	0.2

Table B 3. Respondents by Level of Physically Active Lifestyle

Percent N = 405	
Do Live Physically Active Lifestyle	Do Not Live Physically Active Lifestyle
81.0	19.0

Table B 4. Respondents by Selected Experiences in the Past 12 Months

In the past 12 months, have you or anyone in your household:	Percent	
	Yes	No
Attended grades 1 to 12?	49.8	51.2
Attended universities, colleges, or other training schools ?	34.5	65.5
Used the internet?	72.7	27.3
Visited a public library?	77.6	22.4
Visited the public archives?	20.0	80.0
Participated in cultural activities such as: visited a museum, attended a cultural event, visited an art gallery?	77.3	22.7
Participated in a physical activity such as hiking, dancing, cycling, or organized sport on a weekly basis?	80.3	19.7
Participated in adult upgrading programs?	18.0	82.0

APPENDIX C

RESPONSES BY EXPERIENCE AND NO EXPERIENCE

APPENDIX C
OPINIONS BY EXPERIENCE VS NO EXPERIENCE GROUPINGS

C1. Public Education Grades 1-12

Table C1. Average Opinion Scores of Respondents by Recent Experience With Grades 1 to 12

Opinion Statements	AVERAGE OPINIONS	
	In this past twelve months, have you or anyone in your household attended grade 1 - 12?	
	Yes	No
	Average Opinion	
In general, Island teachers provide a positive learning environment.	3.92	4.06
Students are getting the knowledge and skills they need.	**3.42**	**3.63**
Schools provide a safe place for learning.	3.81	3.79
Students throughout the province have access to quality education.	**3.74**	**3.97**
Schools have the required resource materials.	3.53	3.59
Class sizes are acceptable for learning.	3.10	3.26
Schools make effective use of technology to support learning.	**3.60**	**3.82**
The Department of Education provides school facilities that support learning.	3.77	3.88
It is important to review school zoning regularly.	4.02	4.03
School facilities, such as buildings and sport fields, are available to the community, on request when not in use for school activities.	3.86	3.84
School equipment, such as computers and sport equipment, are available to the community, on request when not in use for school activities.	3.29	3.37
Island students spend a reasonable length of time on school buses.	3.44	3.57
The Island school bus system ensures personal safety of students.	**3.66**	**3.94**
The educational system communicates well to the public.	3.33	3.52
The education system provides a high quality education.	3.61	3.74

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

C2. Continuing Education and Training

Table C2. Average Opinion Scores of Respondents by Attendance of Post-Secondary Institution

Opinion Statements	AVERAGE OPINIONS	
	In this past twelve months, have you or anyone in your household attended universities, colleges, or other training schools?	
	Yes	No
Students have the information they need to make informed decisions on their educational career choices.	3.36	3.58
The cost to attend UPEI is at an acceptable level.	2.87	2.67
Students attending UPEI are receiving high quality education.	3.63	3.79
Students attending UPEI acquire the knowledge and skills they need.	**3.56**	**3.77**
The cost to attend Holland College is at an acceptable level.	2.98	2.92
Students attending Holland College are receiving a high quality education.	3.74	3.80
Students attending Holland College acquire the knowledge and skills they need.	3.92	3.83
The cost to attend College de L' Acadie is at an acceptable level.	3.14	3.02
Students attending College de L' Acadie are receiving a high quality education.	3.42	3.45
Students attending College de L' Acadie acquire the knowledge and skills they need.	3.37	3.45
Students attending a private training school on PEI are receiving a high quality education.	**3.31**	**3.62**
Students attending a private training school on PEI acquire the knowledge and skills they need.	3.48	3.62
Apprenticeship programs meet the needs of apprentices.	3.70	3.76
The money available through the student loan programs is sufficient.	2.76	2.76
The post secondary education system is improving the knowledge and skills base of the province.	3.76	3.81

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

C3. Adult Literacy and Upgrading

Table C3. Average Opinion Scores of Respondents by Recent Experience in an Adult Upgrading Program

Opinion Statements	AVERAGE OPINIONS	
	In this past twelve months, have you or anyone in your household participated in adult upgrading programs?	
	Yes	**No**
There are enough adult literacy programs available throughout the province.	3.27	3.15
Adequate information is provided to the public on adult literacy programs.	3.20	3.24
The adult literacy programs offered in PEI are meeting the needs of your area.	3.40	3.27
There are enough adult upgrading programs available throughout the province.	3.42	3.26
Adequate information is provided to the public on adult upgrading programs.	3.35	3.23
The adult upgrading programs offered in PEI are meeting the needs of your area.	3.43	3.37

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

C4. Provincial Library Service

Table C4. Average Opinion Scores of Respondents by Visit to the Public Library in Past 12 Months

Response	AVERAGE OPINION	
	In this past twelve months, have you or anyone in your household visited the public library?	
	Yes	No
Is open at convenient times	3.86	3.74
Is provided in a community facility or building that meets the needs of library users	3.99	3.81
Provides enough materials to meet the needs of library users	3.83	3.85
Provides quality materials to meet the needs of library users	3.92	3.90
Uses computer technology to meet the needs of library users	3.91	3.73
Provides enough public access to the internet	3.64	3.52
Provides adequate information to the public on its programs and services	3.40	3.50
Provides a valuable service to the residents of PEI	**4.32**	**3.99**

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

C5. Public Archives and Records

Table C5. Average Opinion Scores of Respondents by Recent Visit to the Public Archives

Response	AVERAGE OPINION	
	In this past twelve months, have you or anyone in your household visited the public archives?	
	Yes	No
Is open at convenient times.	**3.86**	**3.52**
Is located in a building that meets the needs of archive users.	3.72	3.50
Uses current technology to meet the needs of users.	3.84	3.62
Acquires, preserves, and makes accessible materials which document the history of PEI.	**4.00**	**3.00**
Provides adequate information to the public on its programs and services.	3.33	3.27
Provides a valuable service to the residents of PEI.	4.00	3.00

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

C6. Culture and Heritage

Table C6. Average Opinion Scores of Respondents by Recent Visit to a Museum, Cultural Event or an Art Gallery

Opinion Statements	AVERAGE OPINION	
	In this past twelve months, have you or anyone in your household participated in cultural activities such as: visited a museum, attended a cultural event, and visited an art gallery?	
	Yes	**No**
It is important for the Department of Education to support local artists and performers.	4.22	4.13
There is a variety of cultural activities available throughout the province.	4.10	3.97
It is important to have cultural activities and events in your community.	**4.54**	**4.30**
Provincial policies should be developed to preserve heritage sites.	**4.47**	**4.22**
There is good information available to the public concerning Island heritage and history.	3.95	3.90
Island heritage and history are well preserved and presented by Island museums.	3.97	4.10
Heritage and history are valued by the residents of PEI.	4.24	4.27

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

C7. Recreation and Sport

Table C7. Average Opinion Scores of Respondents by Recent Experience in Recreation or Sport

Opinion Statements	AVERAGE OPINION	
	In this past twelve months, have you or anyone in your household participated in a physical activity such as hiking, dancing, cycling, or organized sport on a weekly basis?	
	Yes	No
Active living is encouraged in your community.	3.89	3.69
There are high quality sport facilities on PEI.	3.80	3.73
Sport facilities are well operated.	3.77	3.69
Sport programs meet the needs of Islanders.	3.64	3.61
There are sufficient sport opportunities in your community to meet your active living needs.	3.59	3.44
There is a high quality of volunteer leadership in sports programs.	3.92	3.84
Volunteers in organized sport receive the training necessary to carry out their roles.	3.38	3.40
There is enough information available to the public on sport programs and services available in PEI.	3.67	3.57
It is important to have sport opportunities available to you.	**4.33**	**3.75**
There are high quality recreation facilities on PEI.	3.83	3.76
Recreation facilities are operated well.	3.88	3.86
Recreation programs meet the needs of Islanders.	3.70	3.59
There are sufficient recreation opportunities in your community to meet your active living needs.	3.57	3.37
There is a high quality of volunteer leadership.	3.83	3.61
There is enough information available to the public on recreation programs and services available in PEI.	3.65	3.51
It is important to have recreation opportunities available to you.	**4.42**	**4.01**

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

APPENDIX D

RESPONSES BY DEMOGRAPHIC INFORMATION

APPENDIX D
OPINION BY SCHOOL REGIONS, GENDER, AGE GROUPS, AND INCOME GROUPS

D1. Public Education Grades 1-12

Table D1. Average Opinion Scores on Public Education of Respondents by Selected Groups

Opinion Statements	AVERAGE OPINION									
	School Board		Gender		Age		Income			
	East	West	M	F	≤ 44	45+	<$20K	$20K - $39999	$40K - $59999	$60K+
In general, Island teachers provide a positive learning environment.	3.96	4.06	3.98	4.00	3.90	4.09	3.75	4.01	4.02	4.03
Students are getting the knowledge and skills they need.	**3.45**	**3.69**	3.61	3.48	3.44	3.60	3.55	3.42	3.40	3.73
Schools provide a safe place for learning.	3.73	3.96	3.89	3.76	3.72	3.88	3.72	3.71	3.86	3.95
Students throughout the province have access to quality education.	3.76	4.06	3.98	3.79	3.77	3.94	3.80	3.86	3.77	3.92
Schools have the required resource materials.	**3.42**	**3.87**	3.63	3.52	3.61	3.49	3.67	3.58	3.38	3.72
Class sizes are acceptable for learning.	3.10	3.34	3.60	2.97	3.22	3.12	2.85	3.25	3.00	3.35
Schools make effective use of technology to support learning.	**3.62**	**3.92**	3.70	3.72	3.62	3.82	**3.95**	**3.82**	**3.58**	3.70
The Department of Education provides school facilities that support learning.	**3.74**	**4.02**	3.84	3.82	3.78	3.87	3.84	3.81	3.74	4.05
It is important to review school zoning regularly.	4.03	4.02	4.02	4.03	3.88	4.18	4.03	4.00	4.05	4.11
School facilities, such as buildings and sport fields, are available to the community, on request when not in use for school activities.	3.84	3.87	3.73	3.91	3.87	3.83	3.81	3.73	3.83	3.86
School equipment, such as computers and sport equipment, are available to the community, on request when not in use for school activities.	3.36	3.25	3.14	3.42	3.24	3.41	3.55	3.28	3.27	3.14
Island students spend a reasonable length of time on school buses.	**3.43**	**3.68**	3.49	3.52	3.51	3.50	3.54	3.64	3.39	3.46
The Island school bus system ensures personal safety of students.	**3.89**	**4.04**	**4.06**	**3.67**	**3.67**	**3.94**	3.77	3.80	3.76	3.86
The educational system communicates well to the public.	**3.31**	**3.67**	3.37	3.45	3.34	3.50	3.35	3.44	3.27	3.43
The education system provides a high quality education.	**3.58**	**3.88**	3.74	3.64	3.62	3.72	3.57	3.62	3.53	3.76

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

D2. Continuing Education and Training

Table D2. Average Opinion Scores on Continuing Education and Training of Respondents by Selected Groups

Opinion Statements	AVERAGE OPINION									
	School Board		Gender		Age		Income			
	East	West	M	F	≤ 44	45+	<$20K	$20K - $39999	$40K - $59999	$60K+
Students have the information they need to make informed decisions on their educational career choices.	3.47	3.58	3.45	3.53	3.48	3.53	**3.90**	**3.44**	**3.33**	**3.38**
The cost to attend UPEI is at an acceptable level.	2.70	2.86	2.80	2.72	2.66	2.83	**2.32**	**2.75**	**2.70**	**3.17**
Students attending UPEI are receiving high quality education.	3.72	3.79	3.78	3.72	**3.64**	**3.84**	3.63	3.83	3.55	3.75
Students attending UPEI acquire the knowledge and skills they need.	3.67	3.76	3.80	3.65	**3.56**	**3.84**	3.62	3.75	3.51	3.69
The cost to attend Holland College is at an acceptable level.	**2.85**	**3.15**	2.98	2.92	**3.07**	**2.79**	3.00	2.91	2.87	3.12
Students attending Holland College are receiving a high quality education.	3.79	3.77	3.84	3.76	3.77	3.80	3.93	3.72	3.81	3.94
Students attending Holland College acquire the knowledge and skills they need.	3.86	3.87	3.96	3.81	3.81	3.91	4.00	3.84	3.83	4.03
The cost to attend College de L'Acadie is at an acceptable level.	3.06	3.08	3.01	3.09	3.01	3.11	**2.78**	**3.17**	**2.93**	**3.32**
Students attending College de L'Acadie are receiving a high quality education.	3.41	3.52	**3.60**	**3.37**	3.39	3.49	3.40	3.55	3.33	3.52
Students attending College de L'Acadie acquire the knowledge and skills they need.	3.37	3.55	3.56	3.36	3.41	3.43	3.44	3.56	3.35	3.39
Students attending a private training school on PEI are receiving a high quality education.	3.48	3.61	3.50	3.53	3.49	3.55	3.67	3.62	3.34	3.50
Students attending a private training school on PEI acquire the knowledge and skills they need.	3.55	3.65	3.63	3.55	3.57	3.57	3.76	3.66	3.41	3.59
Apprenticeship programs meet the needs of apprentices.	3.70	3.82	3.86	3.68	3.78	3.69	3.84	3.75	3.67	3.68
The money available through the student loan programs is sufficient.	2.69	2.93	2.78	2.76	2.85	2.66	**2.95**	**3.01**	**2.38**	**2.81**
The post secondary education system is improving the knowledge and skills base of the province.	3.75	3.89	3.79	3.79	3.72	3.87	3.78	3.90	3.74	3.72

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"

**Bolded numbers are significant. T-test of significance at the 95% level.

D3. Adult Literacy and Upgrading

Table D3. Average Opinion Scores on Adult Literacy and Upgrading of Respondents by Selected Groups

Opinion Statements	AVERAGE OPINION									
	School Board		Gender		Age		Income			
	East	West	M	F	≤ 44	45+	<$20K	$20K - $39999	$40K - $59999	$60K+
There are enough adult literacy programs available throughout the province	**3.03**	**3.50**	3.23	3.15	3.15	3.20	3.26	3.33	2.91	3.21
Adequate information is provided to the public on adult literacy programs	**3.12**	**3.51**	3.23	3.24	3.15	3.32	3.43	3.33	3.00	3.08
The adult literacy programs offered in PEI are meeting the needs of your area	**3.18**	**3.56**	3.33	3.28	3.21	3.39	3.38	3.45	3.11	3.17
There are enough adult upgrading programs available throughout the province	**3.18**	**3.55**	3.37	3.26	3.21	3.38	3.15	3.37	3.20	3.14
Adequate information is provided to the public on adult upgrading programs	**3.16**	**3.48**	3.16	3.31	3.15	3.37	3.33	3.32	3.16	3.25
The adult upgrading programs offered in PEI are meeting the needs of your area	**3.26**	**3.65**	3.29	3.43	3.30	3.47	3.46	3.50	3.32	3.17

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

D4. Provincial Library Service

Table D4. Average Opinion Scores on Provincial Library Service of Respondents by Selected Groups

Opinion Statements	AVERAGE OPINION									
	School Board		Gender		Age		Income			
	East	West	M	F	≤ 44	45+	<$20K	$20K - $39999	$40K - $59999	$60K+
Is open at convenient times.	3.89	3.73	3.81	3.86	3.76	3.93	4.02	3.79	3.70	3.80
Is provided in a community facility or building that meets the needs of library users.	3.91	4.05	**3.76**	**4.04**	3.91	3.99	4.02	3.95	3.80	3.95
Provides enough materials to meet the needs of library users.	3.77	3.98	**3.61**	**3.94**	3.79	3.87	3.85	3.81	3.75	3.76
Provides quality materials to meet the needs of library users.	3.89	3.98	**3.74**	**4.00**	3.86	3.97	3.93	3.91	3.92	3.81
Uses computer technology to meet the needs of library users.	3.83	3.97	3.76	3.93	3.76	3.99	3.91	3.87	3.85	3.81
Provides enough public access to the internet.	3.56	3.75	3.47	3.69	3.55	3.70	3.66	3.59	3.59	3.89
Provides adequate information to the public on its programs and services.	3.37	3.56	3.40	3.44	3.34	3.51	**3.73**	**3.46**	**3.26**	**3.19**
Provides a valuable service to the residents of PEI.	4.25	4.25	4.15	4.30	4.13	4.38	4.33	4.31	4.23	3.92

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"

**Bolded numbers are significant. T-test of significance at the 95% level.

D5. Public Archives and Records

Table D5. Average Opinion Scores on Public Archives and Records of Respondents by Selected Groups

Opinion Statements	AVERAGE OPINION									
	School Board		Gender		Age		Income			
	East	West	M	F	≤ 44	45+	<$20K	$20K - $39999	$40K - $59999	$60K+
Is open at convenient times.	3.59	3.65	3.63	3.60	3.53	3.67	3.46	3.64	3.75	3.73
Is located in a building that meets the needs of archive users.	3.52	3.63	3.55	3.56	3.45	3.66	3.46	3.60	3.55	3.87
Uses current technology.	3.63	3.78	3.71	3.66	3.55	3.81	3.72	3.73	3.67	3.91
Acquires, preserves, and makes accessible materials which document the history of PEI.	3.88	3.90	3.84	3.91	3.74	4.02	3.81	4.00	3.85	4.09
Provides adequate information to the public on its programs and services.	3.29	3.28	3.34	3.26	3.21	3.36	3.28	3.49	3.21	3.22
Provides a valuable service to the residents of PEI.	3.94	3.90	3.89	3.95	3.71	4.15	3.81	4.08	3.91	4.00

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"

**Bolded numbers are significant. T-test of significance at the 95% level.

D6. Culture and Heritage

Table D6. Average Opinion Scores on Culture and Heritage of Respondents by Selected Groups

Opinion Statements	AVERAGE OPINION									
	School Board		Gender		Age		Income			
	East	West	M	F	≤ 44	45+	<$20K	$20K - $39999	$40K - $59999	$60K+
It is important for the Department of Education to support local artists and performers.	4.22	4.16	4.13	4.24	4.10	4.32	4.42	4.16	4.13	4.22
There is a variety of cultural activities available throughout the province.	4.06	4.10	4.03	4.09	3.96	4.19	4.12	4.05	4.08	3.84
It is important to have cultural activities and events in your community.	4.46	4.66	4.44	4.51	4.38	4.61	4.55	4.51	4.41	4.62
Provincial policies should be developed to preserve heritage sites.	4.41	4.44	4.27	4.49	4.36	4.47	4.48	4.44	4.36	4.59
There is good information available to the public concerning Island heritage and history.	3.87	4.11	3.90	3.96	3.87	4.02	3.92	3.87	3.97	3.92
Island heritage and history are well preserved and presented by Island museums.	3.96	4.10	3.96	4.02	3.89	4.12	4.00	4.06	3.96	4.06
Heritage and history are valued by the residents of PEI.	4.21	4.36	4.27	4.25	4.12	4.39	4.40	4.24	4.28	4.22

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"

**Bolded numbers are significant. T-test of significance at the 95% level.

D7. Recreation and Sport

Table D7. Average Opinion Scores on Recreation and Sport of Respondents by Selected Groups

Opinion Statements	AVERAGE OPINION									
	School Board		Gender		Age		Income			
	East	West	M	F	≤ 44	45+	<$20K	$20K - $39999	$40K - $59999	$60K+
Active living is encouraged in your community.	3.78	4.02	3.92	3.83	3.72	3.99	3.92	3.81	3.88	3.65
There are high quality sport facilities on PEI.	**3.64**	**4.13**	3.75	3.81	3.64	3.96	3.98	3.77	3.73	3.84
Sport facilities are well operated.	**3.62**	**4.06**	3.76	3.76	3.61	3.92	3.92	3.75	3.73	3.76
Sport programs meet the needs of Islanders.	**3.51**	**3.94**	3.62	3.65	3.56	3.71	3.70	3.55	3.59	3.69
There are sufficient sport opportunities in your community to meet your active living needs.	**3.42**	**3.89**	3.63	3.53	3.48	3.65	3.57	3.57	3.55	3.49
There is a high quality of volunteer leadership in sports programs.	**3.81**	**4.11**	3.98	3.87	3.79	4.03	3.93	3.86	3.95	3.97
Volunteers in organized sport receive the training necessary to carry out their roles.	**3.29**	**3.61**	3.33	3.41	3.37	3.40	3.59	3.46	3.23	3.29
There is enough information available to the public on sport programs and services available in PEI.	**3.55**	**3.89**	3.63	3.66	3.56	3.75	3.72	3.65	3.59	3.68
It is important to have sport opportunities available to you.	4.19	4.29	4.22	4.22	4.30	4.13	4.10	4.19	4.21	4.35
There are high quality recreation facilities on PEI.	**3.7**	**4.09**	3.85	3.81	3.69	3.96	4.07	3.82	3.71	3.86
Recreation facilities are operated well.	**3.81**	**4.04**	3.93	3.85	3.76	4.01	3.88	3.86	3.84	4.03
Recreation programs meet the needs of Islanders.	**3.58**	**3.89**	3.71	3.66	3.60	3.76	3.82	3.70	3.54	3.54
There are sufficient recreation opportunities in your community to meet your active living needs.	**3.43**	**3.78**	3.63	3.49	3.43	3.65	3.58	3.45	3.44	3.57
There is a high quality of volunteer leadership.	**3.72**	**3.96**	3.84	3.77	3.68	3.91	3.78	3.70	3.78	3.78
There is enough information available to the public on recreation programs and services available in PEI.	**3.52**	**3.88**	3.63	3.63	3.47	3.80	3.63	3.61	3.57	3.57
It is important to have recreation opportunities available to you.	4.32	4.39	4.38	4.32	4.32	4.36	4.47	4.36	4.30	4.51

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

D8. Public Service

Table D8. Average Opinion Scores on Public Service of Respondents by Selected Groups

Opinion Statements	AVERAGE OPINION									
	School Board		Gender		Age		Income			
	East	West	M	F	≤ 44	45+	<$20K	$20K - $39999	$40K - $59999	$60K+
Staff provide courteous service.	4.36	4.33	**4.54**	**4.26**	4.28	4.44	4.13	4.10	**4.35**	**4.71**
Staff provide prompt service.	4.09	4.10	4.16	4.06	**3.96**	**4.27**	3.52	3.98	**4.25**	**4.33**
Staff respond to you in a knowledgeable manner.	4.21	4.14	4.34	4.12	4.06	4.36	3.78	4.08	4.21	**4.61**
The hours of operation meet your needs.	4.06	4.20	4.11	4.13	4.03	4.25	3.95	4.16	4.08	4.26
Staff are readily available to meet your needs.	4.05	3.92	4.05	3.98	**3.85**	**4.21**	3.68	3.96	4.04	4.13
Staff provide high quality service.	4.23	4.20	4.37	4.15	4.12	4.36	3.73	4.10	4.29	**4.59**

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

APPENDIX E

RESPONSES BY LOCATION

APPENDIX E
OPINION BY URBAN / RURAL AND COUNTY GROUPS

E1. Public Education Grades 1-12

Table E1. Average Opinion Scores on Public Education of Respondents by Selected Groups

Opinion Statements	AVERAGE OPINION				
	Location		Counties		
	Urban	Rural	Prince	Queens	Kings
In general, Island teachers provide a positive learning environment	3.88	4.04	4.08	3.93	3.99
Students are getting the knowledge and skills they need	**3.34**	**3.61**	3.66	3.44	3.51
Schools provide a safe place for learning	3.67	3.86	3.98	3.75	3.65
Students throughout the province have access to quality education	**3.67**	**3.95**	**4.07**	**3.75**	**3.76**
Schools have the required resource materials	3.42	3.63	**3.96**	**3.39**	**3.33**
Class sizes are acceptable for learning	3.10	3.22	**3.39**	**3.03**	**3.19**
Schools make effective use of technology to support learning	3.58	3.79	**3.91**	**3.63**	**3.60**
The Department of Education provides school facilities that support learning	**3.67**	**3.90**	**4.08**	**3.74**	**3.63**
It is important to review school zoning regularly	4.03	4.03	4.05	3.96	4.13
School facilities, such as buildings and sport fields, are available to the community, on request when not in use for school activities	**3.66**	**3.94**	3.89	3.80	3.92
School equipment, such as computers and sport equipment, are available to the community, on request when not in use for school activities	3.21	3.36	3.30	3.34	3.32
Island students spend a reasonable length of time on school buses	3.48	3.54	3.71	3.42	3.40
The Island school bus system ensures personal safety of students	3.71	3.85	**4.00**	**3.69**	**3.75**
The educational system communicates well to the public	3.28	3.49	**3.68**	**3.28**	**3.35**
The education system provides a high quality education	**3.42**	**3.80**	**3.89**	**3.54**	**3.65**

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

E2. Continuing Education and Training

Table E2. Average Opinion Scores on Continuing Education and Training of Respondents by Selected Groups

Opinion Statements	AVERAGE OPINION				
	Location		Counties		
	Urban	Rural	Prince	Queens	Kings
Students have the information they need to make informed decisions on their educational career choices.	**3.34**	**3.59**	3.64	3.48	3.36
The cost to attend UPEI is at an acceptable level.	2.71	2.77	**2.91**	**2.76**	**2.45**
Students attending UPEI are receiving high quality education.	**3.53**	**3.84**	3.81	3.71	3.69
Students attending UPEI acquire the knowledge and skills they need.	**3.54**	**3.77**	3.84	3.63	3.65
The cost to attend Holland College is at an acceptable level.	2.95	2.94	**3.21**	**2.92**	**2.57**
Students attending Holland College are receiving a high quality education.	3.77	3.79	3.78	3.86	3.63
Students attending Holland College acquire the knowledge and skills they need.	3.81	3.89	3.88	3.91	3.71
The cost to attend College de L'Acadie is at an acceptable level.	3.10	3.05	**3.12**	**3.13**	**2.81**
Students attending College de L'Acadie are receiving a high quality education.	3.44	3.45	3.53	3.47	3.24
Students attending College de L'Acadie acquire the knowledge and skills they need.	3.35	3.47	**3.56**	**3.43**	**3.23**
Students attending a private training school on PEI are receiving a high quality education.	**3.28**	**3.64**	3.62	3.43	3.56
Students attending a private training school on PEI acquire the knowledge and skills they need.	**3.39**	**3.67**	3.67	3.51	3.58
Apprenticeship programs meet the needs of apprentices.	**3.57**	**3.82**	3.78	3.69	3.81
The money available through the student loan programs is sufficient.	**2.55**	**2.88**	**2.98**	**2.74**	**2.49**
The post secondary education system is improving the knowledge and skills base of the province.	3.67	3.86	3.89	3.77	3.70

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

E3. Adult Literacy and Upgrading

Table E3. Average Opinion Scores on Adult Literacy and Upgrading of Respondents by Selected Groups

Opinion Statements	AVERAGE OPINION				
	Location		Counties		
	Urban	Rural	Prince	Queens	Kings
There are enough adult literacy programs available throughout the province.	**2.99**	**3.26**	**3.53**	**2.97**	**3.1**
Adequate information is provided to the public on adult literacy programs.	**2.99**	**3.36**	**3.54**	**3.02**	**3.28**
The adult literacy programs offered in PEI are meeting the needs of your area.	**3.11**	**3.39**	**3.59**	**3.11**	**3.28**
There are enough adult upgrading programs available throughout the province.	**3.13**	**3.37**	**3.56**	**3.12**	**3.30**
Adequate information is provided to the public on adult upgrading programs.	**3.10**	**3.34**	**3.48**	**3.08**	**3.36**
The adult upgrading programs offered in PEI are meeting the needs of your area.	**3.15**	**3.50**	**3.66**	**3.19**	**3.39**

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

E4. Provincial Library Service

Table E4. Average Opinion Scores on Provincial Library Service of Respondents by Selected Groups

Opinion Statements	AVERAGE OPINION				
	Location		Counties		
	Urban	Rural	Prince	Queens	Kings
The library is open at convenient times.	**4.04**	**3.75**	**3.76**	**4.01**	**3.58**
The library is provided in a community facility or building that meets the needs of library users.	4.06	3.90	4.07	3.96	3.76
The library provides enough materials to meet the needs of library users.	3.82	3.84	**3.98**	**3.83**	**3.61**
The library provides quality materials to meet the needs of library users.	3.88	3.94	4.02	3.92	3.75
The library uses computer technology to meet the needs of library users.	3.87	3.88	3.94	3.89	3.74
The library provides enough public access to the internet.	3.58	3.65	3.78	3.59	3.44
The library provides adequate information to the public on its programs and services.	3.40	3.45	3.56	3.41	3.25
The library provides a valuable service to the residents of PEI.	4.18	4.29	4.28	4.28	4.14

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

E5. Public Archives and Records

Table E5. Average Opinion Scores on Public Archives and Records of Respondents by Selected Groups

Opinion Statements	AVERAGE OPINION				
	Location		Counties		
	Urban	Rural	Prince	Queens	Kings
The public archives and records office is open at convenient times.	**3.43**	**3.70**	3.67	3.61	3.51
The public archives and records office is located in a building that meets the needs of archive users.	3.32	3.67	3.64	3.49	3.58
The public archives and records office uses curre nt technology.	**3.44**	**3.80**	3.80	3.60	3.67
The public archives and records office acquires, preserves, and makes accessible materials which document the history of PEI.	**3.68**	**3.99**	3.94	3.88	3.82
The public archives and records office provides adequate information to the public on its programs and services.	3.25	3.31	3.28	3.32	3.22
The public archives and records office provides a valuable service to the residents of PEI.	**3.76**	**4.01**	3.88	3.97	3.90

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

E6. Culture and Heritage

Table E6. Average Opinion Scores on Culture and Heritage of Respondents by Selected Groups

Opinion Statements	AVERAGE OPINION				
	Location		Counties		
	Urban	Rural	Prince	Queens	Kings
It is important for the Department of Education to support local artists and performers.	4.17	4.22	4.21	4.22	4.15
There is a variety of cultural activities available throughout the province.	3.98	4.11	4.11	4.12	3.89
It is important to have cultural activities and events in your community.	4.48	4.49	4.58	4.49	4.33
Provincial policies should be developed to preserve heritage sites.	4.40	4.42	4.49	4.42	4.30
There is good information available to the public concerning Island heritage and history.	3.86	3.99	4.10	3.85	3.91
Island heritage and history are well preserved and presented by Island museums.	3.94	4.03	4.08	4.00	3.89
Heritage and history are valued by the residents of PEI.	4.24	4.26	4.35	4.22	4.17

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

E7. Recreation and Sport

Table E7. Average Opinion Scores on Recreation and Sport of Respondents by Selected Groups

Opinion Statements	AVERAGE OPINION				
	Location		Counties		
	Urban	Rural	Prince	Queens	Kings
Active living is encouraged in your community.	3.87	3.86	**4.05**	**3.71**	**3.91**
There are high quality sport facilities on PEI.	3.65	3.86	**4.08**	**3.64**	**3.7**
Sport facilities are well operated.	3.69	3.79	**3.99**	**3.67**	**3.6**
Sport programs meet the needs of Islanders.	**3.40**	**3.75**	**3.89**	**3.51**	**3.56**
There are sufficient sport opportunities in your community to meet your active living needs.	3.58	3.56	**3.84**	**3.38**	**3.57**
There is a high quality of volunteer leadership in sports programs.	3.85	3.93	4.03	3.85	3.83
Volunteers in organized sport receive the training necessary to carry out their roles.	3.30	3.43	3.52	3.32	3.32
There is enough information available to the public on sport programs and services available in PEI.	3.59	3.69	**3.87**	**3.56**	**3.52**
It is important to have sport opportunities available to you.	4.13	4.26	4.30	4.17	4.21
There are high quality recreation facilities on PEI.	**3.64**	**3.91**	**4.03**	**3.74**	**3.68**
Recreation facilities are operated well.	**3.73**	**3.95**	4.00	3.82	3.83
Recreation programs meet the needs of Islanders.	**3.48**	**3.78**	**3.87**	**3.58**	**3.63**
There are sufficient recreation opportunities in your community to meet your active living needs.	3.57	3.53	**3.79**	**3.37**	**3.54**
There is a high quality of volunteer leadership.	3.75	3.81	3.93	3.76	3.65
There is enough information available to the public on recreation programs and services available in PEI.	3.48	3.70	**3.87**	**3.49**	**3.58**
It is important to have recreation opportunities	4.27	4.37	4.39	4.30	4.36

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

E8. Public Service

Table E8. Average Opinion Scores on Public Service of Respondents by Selected Groups

Opinion Statements	AVERAGE OPINION				
	Location		Counties		
	Urban	Rural	Prince	Queens	Kings
Staff provide courteous service.	4.21	4.42	4.42	4.28	4.40
Staff provide prompt service.	**3.86**	**4.20**	4.14	3.99	4.26
Staff respond to you in a knowledgeable manner.	**3.95**	**4.30**	4.21	4.16	4.21
The hours of operation meet your needs.	4.00	4.19	4.21	4.07	4.12
Staff are readily available to meet your needs.	**3.68**	**4.17**	3.89	3.96	4.21
Staff provide high quality service.	**4.02**	**4.32**	4.26	4.18	4.24

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.

E8. Public Service

Table E8. Average Opinion Scores on Public Service of Respondents by Selected Groups

Opinion Statements	AVERAGE OPINION				
	Location		Counties		
	Urban	Rural	Prince	Queens	Kings
Staff provide courteous service.	4.21	4.42	4.42	4.28	4.40
Staff provide prompt service.	**3.86**	**4.20**	4.14	3.99	4.26
Staff respond to you in a knowledgeable manner.	**3.95**	**4.30**	4.21	4.16	4.21
The hours of operation meet your needs.	4.00	4.19	4.21	4.07	4.12
Staff are readily available to meet your needs.	**3.68**	**4.17**	3.89	3.96	4.21
Staff provide high quality service.	**4.02**	**4.32**	4.26	4.18	4.24

*Scale of 1-5, where 1 was "Strongly Disagree" and 5 was "Strongly Agree"
**Bolded numbers are significant. T-test of significance at the 95% level.